



## Complaint Form

Print

Date: 5-3-10

### Complainant or Legal Representative Information:

\* Required Fields

Name \* Susan Frazier  
Firm (if applicable) \_\_\_\_\_  
Mailing Address \* 1097 Deer Track Dr.  
City, State Zip \* Rock Hill, SC 29732 Phone \* (803) 324-0700  
E-mail \* scfrazier@comporium.net

Name of Utility Involved in Complaint: \* Utilities Services of South Carolina

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input checked="" type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality         | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue             | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific) _____ |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact: Brad Kirby

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

- Irregular Billing Cycles
- Inconsistent Usage (Daily Gallons)
- Unfair Water Distribution Base Charge and Water Supply Charge
- Meter Not Being Read on Monthly Cycle

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

Reimbursement of Over charges

STATE OF SOUTH CAROLINA )

### VERIFICATION

COUNTY OF York )

I, Susan C. Frazier  
Complainant's Name \*

verify that I have read my complaint filed on 5-3-10  
Date \*

and know the contents thereof, and that said contents are true.

Susan C. Frazier  
Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	